

THE INFORMAL DISPUTE RESOLUTION PROCESS (IDR) FOR THE OFFICE OF ASSISTED LIVING LICENSING

Upon receipt of a Statement of Deficiencies, the Licensee does have an opportunity to dispute any findings of non-compliance through an Informal Dispute Resolution (IDR).

If a Statement of Deficiencies arrives with a “Notice Of Enforcement” attached (which will inform you not to send in a plan of correction (POC) until the Department requests it.); the Licensee still maintains the opportunity to utilize the IDR process.

Here are the steps for the IDR process:

1. The IDR must be in a written format **and separate** from the plan of correction.
2. The Department must receive the written request for an IDR no later than **14 calendar days** after you have received a Statement of Deficiencies.
3. You must still complete an acceptable plan of correction for all deficiencies cited (even the areas you are disputing) **unless** you have received a “Notice of Enforcement” along with the Statement of Deficiencies.
4. In writing your IDR, you must indicate each specific deficiency being refuted and a detailed explanation of the reason(s) the deficiency should not have been cited.
5. You must also attach any documentation, if applicable, which shows the facility was in compliance at the time of the inspection.
6. The IDR must pertain only to the accuracy of the findings and cannot refute the professional judgment of the Department’s staff regarding the level, extent, scope, or severity of the deficiency.
7. The IDR must be sent to the attention of Alan Oppenheim, Program Manager Office of Assisted Living Licensing.
8. The Department’s management team will review the information and documentation provided and will notify you of the Department’s decision.
9. Please direct all IDR questions to Alan Oppenheim, Program Manager Office of Assisted Living Licensing.